

Idaho Relay 2008 FCC Complaint Report

6/1/07 to 5/31/08

External Complaints-- Miscellaneous

Customer stated that he is unable to place a call through the relay with his cell phone.

*Inquire Date 6/26/2007
Record ID 14080
Call Taken By Customer
Service Rep
CA Number
Responded By Jody/Tina
Response Date 6/27/2007
Resolution 6/27/2007*

Supervisor forwarded the information to the technical department. The technical department discovered the customer's cell phone was identifying incorrectly to the relay. Customer Service directed the customer to their cell phone provider. Customer understood.

External Complaints-- Miscellaneous

Customer inquired why a recording would be received stating that the telephone number had been disconnected.

*Inquire Date 8/2/2007
Record ID 14295
Call Taken By Customer
Service Rep
CA Number
Responded By Michelle
Response Date 8/2/2007
Resolution 8/2/2007*

Supervisor placed a test call to the telephone number and received the same message. Supervisor informed the customer. Customer understood.

External Complaints-- Miscellaneous

Customer stated that when dialing her mother's telephone number, the relay is reached. Customer stated that neither party uses the relay.

*Inquire Date 4/19/2008
Record ID 16132
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 4/19/2008
Resolution 4/19/2008*

Lead CA suggested that perhaps call forwarding had been set on the number and directed the customer to the provider for assistance. Customer understood.

Service Complaints-- Fraudulent/Harassment Call

Customer has been receiving harassing telephone calls and inquired what could be done.

*Inquire Date 10/20/2007
Record ID 14797
Call Taken By Lead CA
CA Number
Responded By Chris
Response Date 10/20/2007
Resolution 10/20/2007*

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 10/28/2007
Record ID 14856
Call Taken By Lead CA
CA Number
Responded By Sue
Response Date 10/28/2007
Resolution 10/28/2007***

Customer has been receiving harassing telephone calls and inquired what could be done.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 1/30/2008
Record ID 15418
Call Taken By Customer
Service Rep
CA Number
Responded By Tina
Response Date 1/30/2008
Resolution 1/30/2008***

Customer has been receiving fraudulent phone calls through the relay and inquired what could be done.

Customer Service suggested that the customer contact their local telephone company and report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time the call information may be released to the Court. Customer understood.

***Technical Complaints--Busy
Signal/Blockage***

***Inquire Date 11/10/2007
Record ID 14932
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 11/10/2007
Resolution 11/10/2007***

Customer stated that they were unable to reach the relay.

Supervisor apologized and stated that the relay had been very busy and to please try their call again. Customer understood. The relay answered 87% of the calls within 10 seconds for the day.

***Technical Complaints--711
Problems***

***Inquire Date 1/24/2008
Record ID 15415
Call Taken By Supervisor
CA Number
Responded By Jody
Response Date 1/24/2008
Resolution 1/24/2008***

Customer stated they were unable to place a call from a hotel through the relay using 7-1-1.

Supervisor explained that 7-1-1 may not be set up to work through the hotel PBX and provided the toll free number to dial. Customer was satisfied.

**Technical Complaints--
Carrier Choice not
Available/Other Equal
Access**

**Inquire Date 6/22/2007
Record ID 13987
Call Taken By Customer
Service Rep
CA Number
Responded By Tina
Response Date 6/22/2007
Resolution**

Customer requested Cable One as their long distance provider.

Customer Service apologized and explained that Cable One is not a participating provider with the relay. Customer Service offered to contact the provider and set up a profile for an alternative carrier. Customer refused. As of 5/31/08, Cable One is still not a participating provider through the relay.

**Technical Complaints--
Carrier Choice not
Available/Other Equal
Access**

**Inquire Date 8/7/2007
Record ID 14322
Call Taken By Customer
Service Rep
CA Number
Responded By Tina/Joanne
Response Date 8/7/2007
Resolution**

Cable One representative contacted Customer Service to begin the steps in becoming a participating carrier.

Customer Service forwarded a Letter of Authorization to the company. Customer was satisfied. There has been no further response from Cable One. As of 5/31/08, Cable One is still not a participating provider through the relay.

**Technical Complaints--
Carrier Choice not
Available/Other Equal
Access**

**Inquire Date 10/22/2007
Record ID 14854
Call Taken By Customer
Service Rep
CA Number
Responded By Tina/JoAnne
Response Date 10/22/2007
Resolution**

Customer requested Comcast as their long distance provider.

Customer Service explained that Comcast is not a participating provider with the relay. Customer Service contacted the provider and has requested an amended letter of authorization. There has been no further response from Comcast. As of 5/31/08, Comcast is still not a participating provider through the relay.

CapTel--Complaints

**Inquire Date 8/8/2007
Record ID 45141
CA Number
Responded By JL
Resolution 8/8/2007**

Disconnect/Reconnect during calls

Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and tips to reduce the occurrence of the data modem connection break. Advised checking the phone lines and trying a different jack in the home.

CapTel--Complaints

Billing - General

Inquire Date 10/16/2007**Record ID** 51937**CA Number****Responded By** ST**Resolution** 10/16/2007

Discussed billing with customer and took appropriate action.

CapTel--Complaints

Technical - General

Inquire Date 11/19/2007**Record ID** 55699**CA Number****Responded By** SC**Resolution** 11/19/2007

One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.

CapTel--Complaints

Technical - General

Inquire Date 11/20/2007**Record ID** 55856**CA Number****Responded By** DF**Resolution** 11/20/2007

One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.

CapTel--Complaints

Technical - General

Inquire Date 02/21/2008**Record ID** 65138**CA Number****Responded By** JS**Resolution** 02/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 2/22/2008**Record ID** 65144**CA Number****Responded By** EY**Resolution** 2/22/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 2/27/2008**Record ID** 65850**CA Number****Responded By** JS**Resolution** 2/27/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 2/29/2008
Record ID 66081
CA Number
Responded By ST
Resolution 2/29/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.
Problem resolved by tech support by routing calls through an alternate network.
Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 3/4/2008
Record ID 66490
CA Number
Responded By DF
Resolution 3/4/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.
Problem resolved by tech support by routing calls through an alternate network.
Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 3/5/2008
Record ID 66601
CA Number
Responded By SC
Resolution 3/5/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.
Problem resolved by tech support by routing calls through an alternate network.
Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 03/10/2008
Record ID 67066
CA Number
Responded By EB
Resolution 3/12/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.
Problem resolved by tech support by routing calls through an alternate network.
Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Customer inquired about billing through CapTel.

Inquire Date 3/10/2008
Record ID 13191
Call Taken By Customer
Service Rep
CA Number
Responded By Tina
Response Date 3/10/2008
Resolution 3/10/2008

Customer Service explained how billing works through CapTel and suggested a profile. Customer Service provided the customer with the telephone number for CapTel. Customer was satisfied.

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 3/11/2008
Record ID 67297
CA Number
Responded By MMo
Resolution 3/11/2008

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel--Complaints

Disconnect/Reconnect during calls

Inquire Date 3/18/2008**Record ID** 68068**CA Number****Responded By** DF**Resolution** 3/18/2008

Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel--Complaints

Technical - General

Inquire Date 3/24/2008**Record ID** 68613**CA Number****Responded By** KM**Resolution** 3/24/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 3/24/2008**Record ID** 68634**CA Number****Responded By** MMo**Resolution** 3/25/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 4/7/2008**Record ID** 70017**CA Number****Responded By** MMo**Resolution** 4/7/2008

Identified that calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Customer confirmed this resolved inability to dial out with captions.

CapTel--Complaints

Technical - General

Inquire Date 4/16/2008**Record ID** 72073**CA Number****Responded By** JS**Resolution** 4/16/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

CapTel--Complaints

Technical - General

Inquire Date 4/18/2008**Record ID** 71593**CA Number****Responded By** ST**Resolution** 4/18/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical - General

Inquire Date 4/22/2008***Record ID 73205******CA Number******Responded By EY******Resolution 4/22/2008***

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.
Problem resolved by tech support by routing calls through an alternate network.
Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical - General

Inquire Date 4/28/2008***Record ID 72525******CA Number******Responded By EB******Resolution 4/28/2008***

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.
Problem resolved by tech support by routing calls through an alternate network.
Confirmed with customer this remedied the circumstance.

Captel--Complaints

Technical - General

Inquire Date 4/30/2008***Record ID 72832******CA Number******Responded By DF******Resolution 4/30/2008***

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties.
Problem resolved by tech support by routing calls through an alternate network.
Confirmed with customer this remedied the circumstance.
